

Job Description

Post Title	Transport Coordination Officer
Job Evaluation	E00164
Grade	6
Service	Neighbourhoods and Environment
Service Area	Transport & Contract Services - IPTG
Reporting to	IPT Contract Management Team Leader
Location	Your normal place of work is Corten House, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure.
Flexitime	This post is eligible for flexitime
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

The postholder will coordinate and manage the day-to-day delivery of a mixed model transport service comprising volunteer driver service and taxi provision. The role requires responsibility for prioritising workloads, allocating resources and making informed decisions to ensure transport is delivered safely, efficiently and in line with service requirements. The postholder will seek to maximise the use of volunteer drivers while arranging appropriate taxi provision where required, contributing to effective service delivery and value for money.

Duties and Responsibilities

- Receive, assess and prioritise transport requests, determining appropriate delivery solutions.
- Allocate journeys to volunteer driver service, ensuring effective use of available resources.
- Arrange taxi transport where required, following agreed procedures and cost controls.
- Monitor day-to-day operations and respond to changes, cancellations and service issues.
- Resolve routine and some complex issues, escalating where appropriate.
- Maintain effective communication with service users, volunteer driver service, providers and internal stakeholders.
- Support volunteer driver service, including maintaining records, communication and engagement.
- Maintain accurate and up-to-date records of transport activity using ICT systems.
- Assist in monitoring service performance and identifying opportunities for improvement.
- Provide information to support budget monitoring and efficient use of resources.
- Ensure compliance with safeguarding, health and safety and data protection requirements.
- Contribute to the ongoing development of processes and procedures within the service.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	NVQ Level 3/4 or equivalent experience in a relevant field	
Experience	- Experience of working in a busy administrative or coordination roles - Experience of dealing with members of the public and handling queries. - Keyboard/IT skills particularly to include the use of databases. - Ability to solve problems	- Of working within Local Government - Experience of transport coordination
Skills and Knowledge	- Good organisational and prioritisation skills - Ability to work independently or as part of a team - Ability to manage competing demands - Effective communication and IT skills - Problem solving ability	- Knowledge of the geographical area of County Durham and surrounding areas. - Awareness of safeguarding and public service environments.
Personal Qualities	- Commitment to the provision of quality customer service - Reliable - Ability to work under time pressure - Attention to detail and accuracy - Confidentiality - Flexible	